

Latimer, Becky

From: Latimer, Becky
Sent: Monday, April 6, 2020 8:25 AM
To:
Subject: 2019-290-WS

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Paradise
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APR 6/20

Dear Gina Buchanan,

Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at www.psc.sc.gov.

- Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates <https://dms.psc.sc.gov/Web/Dockets/Detail/117247>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,
Becky Latimer


Latimer, Becky

From: Brian Buchanan
Sent: Sunday, April 5, 2020 7:16 PM
To: PSC_Contact
Subject: [External] FW: Public Comment- Docket--2019-290-WS
Attachments: IMG_2659.jpg; IMG_2660.jpg; IMG_2661.jpg; IMG_2662.jpg; IMG_2663.jpg; US UTILITES 062001.jpg

Dear Sir/Madam,

I have received notice that you have approved Blue Granite another increase. Even with all of the residents who came to beg you for help, you ignored the residents of these affected areas and agreed with a corporation. Our communities begged you. We pleaded with you. We provided proof of our bills, the lack of customer service, the lack of maintenance for what they already owe and yet... you approved more?

This doesn't seem real or right. In a time when we millions in America have no jobs, you have added more hardship to citizens of this state. Have you seen the unemployment rate??? Did you actually look at how much we were paying and how much we are now paying? I have shown you a copy of my check written in 2001. This is nearly the price of water for residents living within the Town of Fort Mill which is just a few minutes from our home TODAY. Residents in Foxwood shared with you their bills for TODAY in excess of \$150 per MONTH and you gave them a 14% increase in water and no telling how much in sewer!?!?!?

 I want in detail WHY Blue Granite was awarded this money. I would like the names of each person who voted, if they voted yes or no, and WHY they voted the way they voted.

I look forward to your reply.

Sincerely,
 Gina Buchanan
 Foxwood Neighbor

Sent from Mail for Windows 10

From: Brian Buchanan
Sent: Friday, March 13, 2020 11:36:59 PM
To: contact@psc.sc.gov <contact@psc.sc.gov>
Subject: Public Comment- Docket--2019-290-WS

Good evening and thank you for the opportunity to speak with you regarding Blue Granite Water Company's request for a 55% rate increase.

Please accept our apologies for not being able to attend the scheduled meeting, as Brian was working and Gina was preparing dinner for the family.

Our family of 5 resides in the Foxwood Subdivision in Fort Mill on Brookside Drive. We moved into our home in March 1998 during a time when we didn't worry about our water rates. We worried about the cleanliness of our water. The horror stories would remind you of the movie, Erin Brockovich, which focuses on the water tainted by PG&E.

Our Endurance Story

- Our subdivision has endured dirty, nasty, sulfur smelling water that was possibly lead filled and too toxic to drink.
- We've endured a water utilities company that defrauded us by charging us DHEC fees for tests that never took place.
- We have endured fighting against the utility company when DHEC tests revealed our water had carcinogen levels very close to toxic levels. We continued the fight when we put pressure on the water company to hold a community meeting to discuss their corrective action plan.
- In 2003, we endured a sewer line break where dye colored sewage spilled into our own personal yard leaving the Wikoff Color Corporation executives, DHEC staff, and the water company racing around apologizing for the damage Wikoff's dye in our sewage system did to our yard. That issue took a week to resolve (photos attached)
- We've endured the smell of poop during hot summer months from a waste pond that sits just on the other side of the trees from our home.
- We've endured begging and pleading with the county to take our subdivision in so we too can get the basic need of clean water.
- Recently with Blue Granite, a water line broke and we were not notified of a boil water advisory start or even an end date. It's been a long time and the poop pond needs attending STILL.

Now, we beg and plead again. This time to **not** be continuously robbed. It's a shame.

In addition to the sewage spill photos, you will find a photo of a 6/1/2001 check in the amount of \$49.87 made out to US Utilities for our water/sewer fees. Today, our water/sewer fees average \$150 or more each month and Blue Granite is asking for 55% more.

Two years ago, Blue Granite asked for a 30% increase and **you** gave it to them, but what changed for us? Did Blue Granite invest in our Foxwood/Lake Wylie communities? Did they provide upgrades like a household filter system? Was the sewer pond treated or drained? Was the infrastructure upgraded, new water lines/sewer lines installed? Are they receiving JD Power awards for their superior customer service? Are they filtering our water from York County more? Did York County astronomically increase the cost per gallon to supply the water to Blue Granite? The answers to these questions are all NO.

NO. They have not invested in Foxwood.

NO. They have not offered anything like a household filter system.

NO. They are not maintaining the items they currently own/operate. They have not treated or drained the sewer pond in a significant amount of time.

NO. They have not upgraded the 40+ year old water/sewer lines. Many breaks, but a full line replacement is needed.

NO. Their customer service will not win awards with us. As you heard at the meeting, there were no positive notes regarding customer service.

NO. They are not touching our water. They are not filtering our water.

NO. To my knowledge York County has not increased the cost of water per gallon to Blue Granite astronomically.

They are offering only the same as they have provided. Nothing new, nothing changed and nothing filtered. No maintenance, no updates. Same poop. Different day. Literally.

We beg you to please say NO to the increase. If anything, we want the 30% retracted and we ask that Blue Granite be required to replace all water/sewer lines and maintain the sewage pond they own currently.

Sincerely,

Brian and Gina Buchanan

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Sent from Mail for Windows 10









